



Comptroller of the Currency
Administrator of National Banks

US Department of the Treasury

Biographies

Jackie Fletcher Chief Information Officer

Jackie Fletcher is the chief information officer (CIO) for the Office of the Comptroller of the Currency.

Ms. Fletcher started her career at the Board of Governors of the Federal Reserve System in 1970, working in various fields and finally leading the Office Automation Division. In 1988, she joined Treasury's Bureau of the Public Debt, where she created and managed the Office Automation Branch and implemented various applications for end user computing and data systems integration and management. After two years, she was promoted to deputy director for the Office of Management Services, where she provided leadership and direction to programs, such as office automation and management, telecommunications, management analysis, printing and graphics, health and safety, and space management.

In 1992, Ms. Fletcher moved to the U.S. Department of Justice as the assistant director for the Systems Management Services, where she directed automated systems implementation and maintenance, network management, and end-user support services for the Office of Attorney General Janet Reno and approximately 2,000 employees.

In 1995, Ms. Fletcher joined the U.S. Mint where she completely revamped the information technology environment, providing innovative approaches and state-of-the-art hardware and software, while promoting and delivering customer-focused services. In 1998, Ms. Fletcher became the first CIO at the U.S. Mint. Some of her major accomplishments at the Mint included:

- Led the successful implementation of an ERP system for the Mint within 12 months. This was a major accomplishment for any organization (public or private). Ms. Fletcher received the following awards for this major accomplishment: Federal Computer Week's Federal 100 Award for her leadership in implementing the first ERP system in the federal government; the IT Technical Award from Government Executives; and the Treasurer's Award.
- Showcased in Government Computer News as a pioneer for information technology.
- Led and directed the Mint's Web site implementation, which was named one of the top 16 government sites.
- Created and chaired the Mint's Information Technology Review Board.
- Won the Mint's Equal Employment Opportunity Trophy Award in 1999 and 2000.
- Awarded the Women of Color in Government and Defense Award in 2001.
- Awarded the Post Newsweek Government Executive of the Year Award in 2001.

Ms. Fletcher earned a B.S. in information management systems from the University of Maryland. She is also a graduate of the National Defense University's Information Resource Management College.

She lives in Fort Washington, Maryland.

